Hewlett-Packard Company 3000 Hanover Street Palo Alto, CA 94304

hp.com



July 24, 2014

Addressee's Name Addressee's Title Company Name Street Address City, State ZIP

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the Service Manager 7.1x or Service Manager 9.2x software.

This announcement supersedes the earlier announcement made on <u>Software Support</u> <u>Online</u> for Service Manager 7.1x & 9.2x End of Support dates.

HP Service Manager is comprised of multiple components that are interoperable at different version levels:

- 1) "Binaries" which include the server run time environment (RTE), web tier, and windows client
- 2) Applications

HP understands that an upgrade of the HP Service Manager <u>applications</u> version to 9.3x can take time and often requires both a business and technical impact assessment compared to a more simple binary update of the other components.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the End of Support date for Service Manager customers using 7.1x or 9.2x applications under the following conditions:

- 1) An active maintenance and support contract is in place
- 2) All application binaries (server, web, windows client) are upgraded to a 9.3x version

For Service Manager 7.1x customers meeting these conditions the end of support date will be extended from May 31, 2015 to May 31, 2016. Customers with an active maintenance contract will continue to receive standard support without interruption or price uplift until May 31, 2016.

For Service Manager 9.2x, customers meeting these conditions the end of support date will be extended from October 31, 2015 to October 31, 2016. Customers with an active maintenance contract will continue to receive standard support without interruption or price uplift until October 31, 2016.

Additionally we have an Upgrade Factory in R&D that provides a free service around architecture review and configuration verification, project planning end estimation assistance, as well as an initial upgrade assessment. While this service is dependent on our resource availability, we would encourage you to consider having this assessment done to ease your upgrade effort. If you are interested in seeing if you qualify for this free assessment, you can send an email to smupgrade@hp.com. Additionally, if you would like to understand what options you have available for HP Professional Services or an HP Partner to assist you in the actual implementation work, you can use the same email alias to request this information.

Please contact your HP renewal sales representative or HP software business partner for more information.

End of Support

End of Support time line is:

| Date | | Program Activity |
|---------------------|---------|--|
| May 31, 2015 | SM 7.1x | End of Support for Service Manager 7.1x, except for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| October 31, 2015 | SM 9.2x | End of Support for Service Manager 9.2x, except for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| May 31, 2016 | SM 7.1x | End of Support for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| October 31, 2016 | SM 9.2x | End of Support for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| May 31, 2017 | SM 7.1x | End of Self-Help Support for Service Manager 7.1x, except for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| October 31, 2017 | SM 9.2x | End of Self-Help Support for Service Manager 9.2x, except for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x |
| May 31, 2018 | SM 7.1x | End of Self-Help Support for Service Manager 7.1x applications with server, web, and client binaries upgraded to |

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| | | Service Manager 9.3x |
|------------------|---------|---|
| October 31, 2018 | SM 9.2x | End of Self-Help Support for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x |

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Manager 7.1x & 9.2x product numbers.

More information

Should you have any questions about this End of Support extension communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

This announcement does not change the current support options for Service Center 6.2x. For information about Service Center 6.2x End of Support and Limited Support option, please visit:

http://support.openview.hp.com/encore/service-center_6_2x.jsp.

In addition, for technical assistance and information, please visit Software Support Online: hp.com/go/hpsoftwaresupport

We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpsoftwaresupport/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support

Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HP's intent to communicate with affected HP

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Software product/product versions customers in a timely manner. However, there are cases where HP does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HP Software product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

APPENDIX B: Affected Product SKUs

| Product Number | Product Description |
|----------------|-------------------------------|
| T5001BA | HP SM 7.10 English SW Media |
| T5001BAE | HP SM 7.10 English SW E-Media |
| T5001BC | HP SM 7.10 Czech SW Media |
| T5001BCE | HP SM 7.10 Czech SW E-Media |
| T5001BD | HP SM 7.10 Grm SW Media |
| T5001BDE | HP SM 7.10 Grm SW E-Media |
| T5001BE | HP SM 7.10 Spn SW Media |
| T5001BEE | HP SM 7.10 Spn SW E-Media |
| T5001BF | HP SM 7.10 Frn SW Media |
| T5001BFE | HP SM 7.10 Frn SW E-Media |
| T5001BH | HP SM 7.10 Hung SW Media |
| T5001BHE | HP SM 7.10 Hung SW E-Media |
| T5001BJ | HP SM 7.10 Jpn SW Media |
| T5001BJE | HP SM 7.10 Jpn SW E-Media |
| T5001BK | HP SM 7.10 Kor SW Media |
| T5001BKE | HP SM 7.10 Kor SW E-Media |
| T5001B0 | HP SM 7.10 Pol SW Media |
| T5001B0E | HP SM 7.10 Pol SW E-Media |

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| T5001BP | HP SM 7.10 B.Prt SW Media |
|----------|-------------------------------|
| T5001BPE | HP SM 7.10 B.Prt SW E-Media |
| T5001BS | HP SM 7.10 S.Chs SW Media |
| T5001BSE | HP SM 7.10 S.Chs SW E-Media |
| T5001BU | HP SM 7.10 Dut SW Media |
| T5001BUE | HP SM 7.10 Dut SW E-Media |
| T5001BV | HP SM 7.10 Rus SW Media |
| T5001BVE | HP SM 7.10 Rus SW E-Media |
| T5001BZ | HP SM 7.10 Itl SW Media |
| T5001BZE | HP SM 7.10 Itl SW E-Media |
| T5001CA | HP SM 7.11 English SW Media |
| T5001CAE | HP SM 7.11 English SW E-Media |
| T5001CC | HP SM 7.11 Czh SW Media |
| T5001CCE | HP SM 7.11 Czh SW E-Media |
| T5001CD | HP SM 7.11 Ger SW Media |
| T5001CDE | HP SM 7.11 Ger SW E-Media |
| T5001CE | HP SM 7.11 Spa SW Media |
| T5001CEE | HP SM 7.11 Spa SW E-Media |
| T5001CF | HP SM 7.11 Frn SW Media |
| T5001CFE | HP SM 7.11 Frn SW E-Media |
| T5001CH | HP SM 7.11 Hun SW Media |
| T5001CHE | HP SM 7.11 Hun SW E-Media |
| T5001CJ | HP SM 7.11 Jpn SW Media |
| T5001CJE | HP SM 7.11 Jpn SW E-Media |
| T5001CK | HP SM 7.11 Kor SW Media |
| T5001CKE | HP SM 7.11 Kor SW E-Media |
| T5001C0 | HP SM 7.11 Pol SW Media |
| T5001C0E | HP SM 7.11 Pol SW E-Media |
| T5001CP | HP SM 7.11 Brz SW Media |
| T5001CPE | HP SM 7.11 Brz SW E-Media |
| T5001CS | HP SM 7.11 Sch SW Media |
| T5001CSE | HP SM 7.11 Sch SW E-Media |
| T5001CU | HP SM 7.11 Dut SW Media |
| T5001CUE | HP SM 7.11 Dut SW E-Media |
| T5001CV | HP SM 7.11 Rus SW Media |

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| T5001CVE | HP SM 7.11 Rus SW E-Media |
|----------|--|
| T5001CZ | HP SM 7.11 Ita SW Media |
| T5001CZE | HP SM 7.11 Ita SW E-Media |
| T5028AAE | HP SM KM ESS Usr for SM7.x+9.2x SW E-LTU |
| T5028AA | HP SM KM ESS Usr for SM7.x+9.2x SW LTU |
| T5026AAE | HP SM KM Flt Usr for SM7.x+9.2x SW E-LTU |
| T5026AA | HP SM KM Flt Usr for SM7.x+9.2x SW LTU |
| T5027AAE | HP SM KM Nmd Usr for SM7.x+9.2x SW E-LTU |
| T5027AA | HP SM KM Nmd Usr for SM7.x+9.2x SW LTU |
| T4903BAE | HP IT Svc Perf Suite 7.10 SW E-Media |
| T4903BA | HP IT Svc Perf Suite 7.10 SW Media |
| T4903CAE | HP IT Svc Perf Suite 7.11 SW E-Media |
| T4903CA | HP IT Svc Perf Suite 7.11 SW Media |
| T9767BAE | HP IT Chg Mgmt Suite 7.10 Eng SW E-Media |
| T9767BA | HP IT Chg Mgmt Suite 7.10 Eng SW Media |
| T9767CAE | HP IT Chg Mgmt Suite 7.11 Eng SW E-Media |
| T9767CA | HP IT Chg Mgmt Suite 7.11 Eng SW Media |
| T5001DAE | HP SM 9.20 English SW E-Media |
| T5001DA | HP SM 9.20 English SW Media |
| T5001DCE | HP SM 9.20 Czh SW E-Media |
| T5001DC | HP SM 9.20 Czh SW Media |
| T5001DDE | HP SM 9.20 Ger SW E-Media |
| T5001DD | HP SM 9.20 Ger SW Media |
| T5001DEE | HP SM 9.20 Spa SW E-Media |
| T5001DE | HP SM 9.20 Spa SW Media |
| T5001DFE | HP SM 9.20 Frn SW E-Media |
| T5001DF | HP SM 9.20 Frn SW Media |
| T5001DHE | HP SM 9.20 Hun SW E-Media |
| T5001DH | HP SM 9.20 Hun SW Media |
| T5001DJE | HP SM 9.20 Jpn SW E-Media |
| T5001DJ | HP SM 9.20 Jpn SW Media |
| T5001DKE | HP SM 9.20 Kor SW E-Media |
| T5001DK | HP SM 9.20 Kor SW Media |
| T5001D0E | HP SM 9.20 Pol SW E-Media |
| T5001D0 | HP SM 9.20 Pol SW Media |

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| T5001DPE | HP SM 9.20 Brz SW E-Media |
|----------|--|
| T5001DP | HP SM 9.20 Brz SW Media |
| T5001DSE | HP SM 9.20 Sch SW E-Media |
| T5001DS | HP SM 9.20 Sch SW Media |
| T5001DU | HP SM 9.20 Dut SW Media |
| T5001DUE | HP SM 9.20 Dut SW E-Media |
| T5001DV | HP SM 9.20 Rus SW Media |
| T5001DVE | HP SM 9.20 Rus SW E-Media |
| T5001DZE | HP SM 9.20 Ita SW E-Media |
| T5001DZ | HP SM 9.20 Ita SW Media |
| T9768AA | HP IT Change Mgmt Suite Nmd Usr SW LTU |
| T9768AAE | HP IT Change Mgmt Suite Nmd Usr SW E-LTU |
| T9769AA | HP IT Change Mgmt Suite Flt Usr SW LTU |
| T9769AAE | HP IT Change Mgmt Suite Flt Usr SW E-LTU |
| T5000AA | HP SM Server SW LTU |
| T5000AAE | HP SM Server SW E-LTU |
| T5012AA | HP SM KM Search Engine 2.0 SW Media |
| T5012AAE | HP SM KM Search Engine 2.0 SW E-Media |
| T5014AA | HP SM Foundation Flt Usr SW LTU |
| T5014AAE | HP SM Foundation Flt Usr SW E-LTU |
| T5015AA | HP SM Foundation Nmd Usr SW LTU |
| T5015AAE | HP SM Foundation Nmd Usr SW E-LTU |
| T5016AA | HP SM Help Desk Flt Usr SW LTU |
| T5016AAE | HP SM Help Desk Flt Usr SW E-LTU |
| T5017AA | HP SM Help Desk Nmd Usr SW LTU |
| T5017AAE | HP SM Help Desk Nmd Usr SW E-LTU |
| T5018AA | HP SM Change Mgmt Flt Usr SW LTU |
| T5018AAE | HP SM Change Mgmt Flt Usr SW E-LTU |
| T5019AA | HP SM Change Mgmt Nmd Usr SW LTU |
| T5019AAE | HP SM Change Mgmt Nmd Usr SW E-LTU |
| T5020AA | HP SM Request Mgmt Flt Usr SW LTU |
| T5020AAE | HP SM Request Mgmt Flt Usr SW E-LTU |
| T5021AA | HP SM Request Mgmt Nmd Usr SW LTU |
| T5021AAE | HP SM Request Mgmt Nmd Usr SW E-LTU |
| T5022AA | HP SM Asset Contracts Flt Usr SW LTU |

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| T5022AAE | HP SM Asset Contracts Flt Usr SW E-LTU |
|----------|--|
| T5023AA | HP SM Asset Contracts Nmd Usr SW LTU |
| T5023AAE | HP SM Asset Contracts Nmd Usr SW E-LTU |
| T5024AA | HP SM SLM Flt Usr SW LTU |
| T5024AAE | HP SM SLM Flt Usr SW E-LTU |
| T5025AA | HP SM SLM Nmd Usr SW LTU |
| T5025AAE | HP SM SLM Nmd Usr SW E-LTU |

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